

Toll Collector

California State Personnel Board Specification

- **Schematic Code:** CS50
- **Class Code:** 1707
- **Established:** 06/11/1936
- **Revised:** 12/17/1991
- **Title Changed:** --

Definition

Under direction, to assess, collect and register rolls and account for money on a State-owned toll bridge; and to do other related work.

Typical Tasks

According to vehicle classification, assesses, collects, and registers tolls in the form of cash, charge account, or ticket for all types of vehicles passing through an assigned toll lane; makes change and prepares and issues machine-printed or handwritten charge tags and cash receipts as required; verifies the validity of charge plates and various types of tickets, and confiscates those which are found to be invalid; watches for counterfeit, foreign, or mutilated monies; sells and registers the sale of commute books; prepares a daily report of collections and commute book sales and inventory; may direct traffic and give information to the public regarding points of interest and traffic directions; watches for designated vehicles or persons; may appear and testify in court in the prosecution of law violators; enforces special rules and regulations pertinent to toll collections and the safety of property and bridge traffic; may prepare reports.

Minimum Qualifications

EITHER I

One year of experience in the California state service performing the duties of a Service Assistant (Toll Collection).

OR II

Two years of work experience or military experience. (Education beyond the twelfth grade may be substituted for the required experience on a year-for-year basis.)

OR III

One year of experience in clerical, cashiering, or record-keeping work, or in a position requiring frequent responsible public contact.

Knowledge and Abilities

Aptitude for: Record-keeping and cashiering work; making change and handling transactions swiftly and accurately.

Knowledge of: Main roads, principal streets and points of interest within the general vicinity of the bridge where employed.

Ability to: Read and write English at a level required for successful job performance; communicate effectively and deal tactfully with the public under trying conditions and work effectively under pressure; evaluate situations accurately and take effective action; remember license numbers, faces, and incidents; make arithmetical computations rapidly and accurately; learn and understand laws, rules, and regulations pertinent to toll collections and the safety of property and bridge traffic; follow directions; concentrate on a familiar and routine procedure; write legibly and spell correctly; prepare accurate and complete reports; identify commute books and passes accurately.

Special Personal Characteristics

Ability to qualify for a fidelity bond (all new hires will be fingerprinted); willingness to work on either a rotating or broken shift or on a fixed assignment to the day, swing, or graveyard shifts; willingness to work on weekends or holidays and to report for duty or work additional hours whenever traffic or other emergencies arise; tact; firmness; patience; reliability; punctuality; neat personal appearance; willingness to work under strict discipline; keenness of observation.

Special Physical Requirements

Ability to remain in a confined area for long periods of time; hearing adequate for job performance; capacity to transport weights of at least 35 pounds.

Additional Desirable Qualifications

Education equivalent to completion of the twelfth grade.

Updated 6/3/2012